

W-01865A-07-0384
W-01865A-07-0385

ORIGINAL



0000083825

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67781

Date: 4/10/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Chris Last: Starr

Account Name: Chris Starr

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Arizona Corporation Commission
DOCKETED

Utility Company: Groom Creek Water Users Association

APR 10 2008

Division: Water

Contact Name: n/a

Contact Phone:

DOCKETED BY n/a	ne
--------------------	----

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name(s): Chris Starr

Address: [REDACTED]

Signature(s):

Date: 4/7/08

Additional Comments:

How can we rebuild our ancient water pipe system without the money to do so. We need to replace the lines before it's too late. Money we can get from the bank but we can only get water from our faucet... that is if it's there and not leaking down the road.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2008 APR 11 A 9:44
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4/10/08 there is no telephone number or a complete return address to communicate with this consumer. Closed

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67781

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 67787

Date: 4/10/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Robert Last: Heltemes

Account Name: Robert Heltemes

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: [REDACTED]

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name(s): Robert Heltemes

Address: [REDACTED]

Signature(s): [REDACTED]

Date: 7 APR 08

Additional Comments:

I live in Las Vegas, but have a place at [REDACTED] Which we use as a vacation home.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

April 10, 2008

Mr. Robert Heltemes


RE: GROOM CREEK WATER USERS ASSOCIATION
DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Mr. Heltemes;

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67787

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please Do Not allow more than the \$22.50 fee- Please let us know how many gal. are included in this.

Nona LouAnn
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

April 10, 2008

Ms. Nona Lou Ann Garst
[REDACTED]

RE: GROOM CREEK WATER USERS ASSOCIATION
DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Ms. Garst:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384

End of Comments

Date Completed: 4/10/2008

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 67778

Date: 4/10/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: William

Gowland

Account Name: William Gowland

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements that the Staff plan and saves us as members over \$275,000.00 with a \$ 500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Name(s): William Gowland

Address: [REDACTED]

Signature(s): [REDACTED]

Date: 4/8/08

Additional Comments:

I have been told by those that handle the figures, that the \$42.00 plan is the better of the two, in the long term, and will save higher costs later. While I don't NEED my water bill to TRIPLE, I'd prefer to do the smart thing, and bite the bullit NOW. Please look upon this as a MEMBER would.

Thank You

Mr. Gowland

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

sent the following correspondence to consumer:

April 10, 2008

Mr. William Gowland


RE: GROOM CREEK WATER USERS ASSOCIATION
DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Mr. Gowland:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-01865A-07-0385 and W-01865A-07-0384

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67778

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 67789

Date: 4/10/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Donald & Geraldine Oller**

Account Name: Donald & Geraldine Oller

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: **Groom Creek Water Users Association**

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No: W-01865A-07-0385 and W-01865A-07-0384

As members of the Groom Creek Water Users Association, this letter is to notify you that we are not in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are also not in favor of the ACC Staffs proposed rate increase of \$22.50 per month.

We are not in favor of the Groom Creek Water Users Association Board of Directors plan to replace all of the existing water manes. We feel that the existing lines will not wear out for another fitly or sixty years.

If Yavapai County wants to pave the roads, they should do so over the existing water lines.

Thank you for your attention to this matter,

Donatd and Geraldine Oller

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

April 10, 2008

Mr. & Mrs. Oller


RE: GROOM CREEK WATER USERS ASSOCIATION
DOCKET NO. W-01865A-07-0385 AND W-01865A-07-0384

Dear Mr. & Mrs. Oller;

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. W-01865A-07-0384 and W-01865A-07-0385

End of Comments

Date Completed: 4/10/2008

Opinion No. 2008 - 67789

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67716

Date: 4/9/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Sandra

Wollenberg

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

*****CORRESPONDENCE RECEIVED April 8, 2008*****

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/5/08

Additional Comments:

End of Complaint

Utilities' Response:

N/A

End of Response

W-01865A-07-0305
W-01865A-07-0305

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

April 9, 2008 Letter was mailed to customer:

April 9, 2008

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Sandra Wollenburg,

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy

Public Utilities Consumer Analyst

Utilities Division

Closed***

End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67716

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67724

Date: 4/9/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Darcel Blevins

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

*****CORRESPONDENCE RECEIVED April 9, 2008*****

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/3/08

Additional Comments:

End of Complaint

Utilities' Response:

N/A

End of Response

W-01865A-07-0383
W-01865A-07-038

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

April 9, 2008

Darcel Blevins
1176 E. Elk Trail
Prescott, Arizona 86303

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Darcel Blevins:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67724

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 67742

Date: 4/9/2008

Complaint Description: 08E Rate Cases Items - In Favor
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Jeanne **Taylor**

Account Name: [REDACTED] **Home:** [REDACTED]

Street: [REDACTED] **Work:** [REDACTED]

City: [REDACTED] **CBR:** [REDACTED]

State: AZ **Zip:** [REDACTED] **is:** [REDACTED]

Utility Company: **Groom Creek Water Users Association**

Division: Water

Contact Name: [REDACTED] **Contact Phone:** [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

*****CORRESPONDENCE RECEIVED April 8, 2008*****

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/7/08

Additional Comments:

Trust our board! They do an excellent job!

End of Complaint

Utilities' Response:

W-01865A-07-0884

W-01865A-07-0885

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

N/A

End of Response

Investigator's Comments and Disposition:

April 9, 2008 :Letter mailed to customer

April 9, 2008



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Jeanne Taylor:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67742

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67726

Date: 4/9/2008

Complaint Description: 08E Rate Cases Items - In Favor
N/A Not Applicable

Complaint By: First: Last:
Dorothy D. Barkley

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work:

City: [REDACTED] CBR:

State: AZ Zip: [REDACTED] is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385
Docket No. W-01865A-07-0384

*****CORRESPONDENCE RECEIVED April 8, 2008*****

To: Arizona Corporation Commission
Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.
Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are not in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are in favor of the ACC Staff's proposed rate increase of \$22.50 per month.

Printed Names(s):

Address:

Signature(s):

Date: 4/6/08

Additional Comments:

Please note the changes above. I am not in agreement to their request.

End of Complaint

Utilities' Response:

N/A


End of Response

Investigator's Comments and Disposition:

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Letter mailed to customer:

April 9, 2008


RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Dorothy D. Barkley:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

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Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67726

W-01865A-07-0385

W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 67743

Date: 4/9/2008

Complaint Description:

08E Rate Cases Items - In Favor

N/A Not Applicable

First:

Last:

Complaint By:

Mr. and Mrs

Lamar

Account Name:

Home: [REDACTED]

Street:

Work:

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Groom Creek Water Users Association

Division:

Water

Contact Name:

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

*****CORRESPONDENCE RECEIVED April 8, 2008*****

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/3/08

Additional Comments:

End of Complaint

Utilities' Response:

N/A

End of Response

W-01865A-07-0283

W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

April 8, 2008 Letter mailed to customer:



RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Mr. and Mrs. Lamar:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed:

Opinion No. 2008 - 67743

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 67733

Date: 4/9/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Kenneth & Delia

Pesho

Account Name:

Home: [REDACTED]

Street:

Work:

City:

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Groom Creek Water Users Association

Division:

Water

Contact Name:

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

*****CORRESPONDENCE RECEIVED April 8, 2008*****

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that we are in favor of the ACC Staff's proposed rate increase of \$22.50 per month not Board of Director's plan to increase the water base rate \$42.00 per month. The 20 year fixed rate loan suggested the ACC Staff make much more sense.

There are numerous elderly people that live in Groom Creek on fixed incomes as well as many 2nd home owners that rarely, if ever, use even minimal amounts of water.

20 year fixed rate loan makes a lot more sense, especially in this day and age with the looming (if not already) recession.

The \$42.00 a month increased charge could be an extreme increase that many people cannot afford.

I understand the need for the replacement but the AGO Staff seems to have taken consideration for the homeowners basic needs as well as the answer to the replacement.

[REDACTED]
4/2/2008

End of Complaint

W-01865A-07-0384
W-01865A-07-0385

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Letter mailed to customer:

April 9, 2008
Kenneth & Delia Pesho
1133 Stagecoach Rd.
Prescott, Arizona 86303

RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Kenneth & Delia Pesho:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67733

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 67728

Date: 4/9/2008

Complaint Description: 08E Rate Cases Items - In Favor
 N/A Not Applicable

Complaint By: First: Last:
 Joseph & Cynthia Tirotta

Account Name: [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Groom Creek Water Users Association

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. W-01865A-07-0385

Docket No. W-01865A-07-0384

*****CORRESPONDENCE RECEIVED April 8, 2008*****

To: Arizona Corporation Commission

Re: Application of Groom Creek Water Users Association for approval of Financing and Rate changes.

Docket No. W-01865A-047-0385 and W-01865A-07-0384

As a member of the Groom Creek Water Users Association, this letter is to notify you that I (we) are in favor of the Board of Directors plan to increase the water base rate to \$42.00 per month. We are not in favor of the ACC Staff's proposed rate increase of \$22.50 per month. Although no one likes to see utility rate increases, the \$42.00 base rate is a much more economical plan to accomplish the required infrastructure improvements than the Staff plan and saves us as members over \$275,000.00 with a \$500,000.00 credit line as opposed to a 20 year fixed rate loan. Our Board of Directors plan is the most flexible and we are requesting their plan be approved.

Printed Names(s):

Address:

Signature(s):

Date: 4/3/08


Additional Comments:

Additional Letter from customer:

[REDACTED]

W-01865A - 07-0385
W-01865A - 07-0384

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM


April 3, 2008

Dear Corporation Commission:

The Groom Creek Water Users Association (GCWUA) is in dire straits. If things are allowed to continue as they are today it is very likely that the Association will go bankrupt. The water line needs to be replaced now for all the reasons that have been presented to you previously. We need a significant rate increase in order to secure the necessary financing.

In reality, Groom Creek has become a wealthy community. The majority of the homes here are still second homes and are seasonal. The base rate increase requested by our Board doable. People resist change but they will adjust.

It isn't just the replacement of the water line in a financially expeditious and responsible manner—we also need a new water tank for emergency back-up. GCWUA has to stop playing catch-up and get up to speed.

On a personal note, we are full time residents and we do water some landscape. One of us works part time as a prep cook at a camp and one works as a secretary and we expect continue to do so for many years. This will impact us but we feel it is for the greater good and a secure future. have a very well functioning, intelligent and responsible Water Board now. They have a wealth of education and experience and if they think the best way to go is a \$42 base rate, they have our complete support. Perhaps in ten years when the line of credit is repaid and we are on solid footing the rates could be rolled back if the opportunity presents itself. But right now we are very close to financial disaster.

Respectfully submitted,


Joe and Cindy Tirotta

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Letter mailed to customer:

April 9, 2008


RE: GROOM CREEK WATER USERS ASSOCIATION

Dear Joseph and Cynthia:

Your letter regarding the Groom Creek Water Users Association ("Groom Creek") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Groom Creek application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request

W-01865A-07-0385
W-01865A-07-0384

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alaina Braddy
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/9/2008

Opinion No. 2008 - 67728
